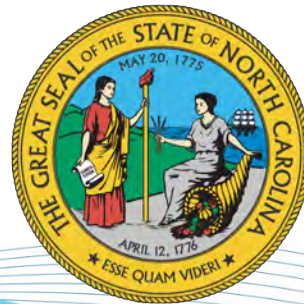


Enrollment Broker



NC DEPARTMENT OF
**HEALTH AND
HUMAN SERVICES**
Division of Health Benefits

About the Enrollment Broker

The Enrollment Broker is responsible for choice counseling for health plan and primary care provider (PCP) selection; as part of this, the Enrollment Broker is also responsible for mailing all notices and handling enrollment.

“An Enrollment Broker is an entity that performs choice counseling or enrollment activities, or both. Eligibility services are completed by NC Medicaid, not by the Enrollment Broker. Enrollment Brokers and subcontractors must not have direct or indirect financial ties to any Health Plan or healthcare provider that furnishes services in the same state where the Enrollment Broker work is performed.”

Source: The Centers for Medicare & Medicaid Services (CMS) Code of Federal Regulations 42 CFR § 438.810 - Expenditures for enrollment broker services

What is Medicaid Transformation?

Medicaid Transformation is changing the way most people receive Medicaid services. NC Department of Health and Human Services (NCDHHS) will transition Medicaid and NC Health Choice from fee-for-service to Managed Care.

What is Managed Care?

Under NC Medicaid Managed Care, the State has contracted with Prepaid Health Plans (PHPs) that will assume all the risk for the members they cover. PHPs will be paid a pre-determined set rate per person to provide health care services. Beneficiaries will be able to choose their health plan.

Who is impacted?

Approximately 1.6 million of the current 2.3 million Medicaid beneficiaries will transition to NC Medicaid Managed Care. These beneficiaries are referred to as the “crossover population.”

What is Medicaid Transformation?

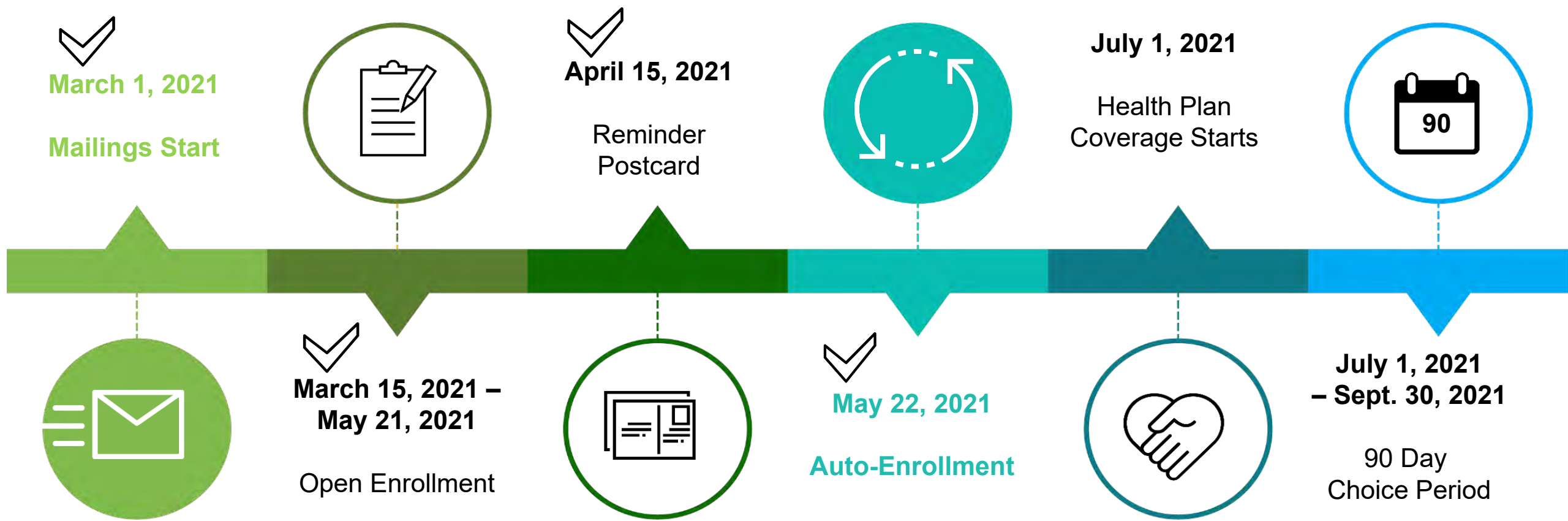
What is the EBCI Tribal Option?

The State has contracted with the Cherokee Indian Hospital Authority (CIHA) to support the Eastern Band of Cherokee Indians (EBCI) in addressing the health needs of American Indian/Alaskan Native Medicaid beneficiaries. This new delivery system, the EBCI Tribal Option, will manage the health care for Tribal Medicaid beneficiaries primarily in Cherokee, Graham, Haywood, Jackson, and Swain counties.

Who is impacted?

Approximately 4,000 Tribal Medicaid beneficiaries will transition to NC Medicaid Managed Care.

NC Medicaid Managed Care Transition Timeline



What is auto-enrollment?

Auto-Enrollment

Auto-Enrollment

May 22, 2021 – May 26, 2021

- Beneficiaries who did not choose a health plan during open enrollment were automatically enrolled in one. A PCP was assigned as well.
- Exempt beneficiaries stayed in NC Medicaid Direct.
- Tribal-Exempt and Tribal-Excluded beneficiaries living in the 5-county service area were auto-enrolled in the EBCI Tribal Option.

Sample Mandatory Confirmation Notice



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Questions? Go to ncmedicaidplans.gov. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). The call is free. We can speak with you in other languages.

Patricia A. Jones
1234 Any Main Street
Raleigh, NC 27603-1000

March 1, 2021

Dear Patricia A. Jones:

Your health plan

You chose a health plan, or we chose one for you. The people listed below can start getting services from the health plan on the start dates below. If you chose a primary care provider (PCP), your PCP is listed below.

Name / ID Number	Health Plan / Start Date / Phone	PCP / Address / Phone
Patricia A. Jones XXX-XX-XXXX	WellCare July 1, 2021 1-866-799-5318	Dr. Betty Phillips 101 Blair Street Raleigh, NC 27699 919-855-6200

If you want to keep your health plan

You can stay in the health plan listed in this letter. You do not have to do anything.

If you want to change your health plan, choose a new health plan by September 30, 2021

All health plans are required to have the same Medicaid services. Some health plans provide added services like programs to help you quit smoking. To learn more about the health plans and the services they offer:

- Go to ncmedicaidplans.gov.
- Use the NC Medicaid Managed Care mobile app. To get the free app, search for
- **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).

More on back ►

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To get this information in other languages or formats such as large print or audio, call **1-833-870-5500**.

- Call us at **1-833-870-5500** (TTY: 1-833-870-5588).
- Read the Health Plan Choice Guide in the enrollment packet mailed to you.

To change your health plan, go to ncmedicaidplans.gov or use the NC Medicaid Managed Care mobile app. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588).

If you change your health plan before June 30, 2021, the new health plan will start on July 1, 2021

After you enroll, your health plan will send you information and a new ID card. You will use your ID card to get health care services. If you have questions, call your health plan at the number listed on your ID card.

If you don't change your health plan by September 30, 2021

You will stay in your health plan until your Medicaid recertification date, unless you have a special reason. Reasons are listed on the Health Plan Change Request form. For a copy of the form, go to ncmedicaidplans.gov.

We will send you another letter telling you when you can choose a new health plan without a special reason.

If you need certain services to address needs related to developmental disability, behavioral health, traumatic brain injury, or substance use disorder

You may have more choices. To learn more about your choices, call us at **1-833-870-5500** (TTY: 1-833-870-5588).

Questions?

We can help. Go to ncmedicaidplans.gov. You can also use the "chat" tool on the website. Or call us at **1-833-870-5500** (TTY: 1-833-870-5588). Our extended hours are from 7 a.m. to 8 p.m., 7 days a week. The call is free. You may need your Medicaid ID number when you call or go to the website.

Thank you,
NC Medicaid Team

MEDICAID EB MAND MCM2 ENG 201018

ncmedicaidplans.gov | **1-833-870-5500** (TTY: 1-833-870-5588)

2

**What happens
after auto-
enrollment?**

After Auto-Enrollment

After Auto-Enrollment

What is next?

- 97% of beneficiaries eligible to transition to NC Medicaid Managed Care chose or were auto-enrolled in a health plan that has their primary care provider (PCP) in-network.
- The Enrollment Broker is here to help you:
 - Answer any questions you may have
 - Provide choice counseling
 - Change health plans (if you wish to change)
 - View health plans that a provider is contracted with

Enrollment Broker Services in North Carolina



Communications hub



Choice counseling



Enrollment



Outreach and education

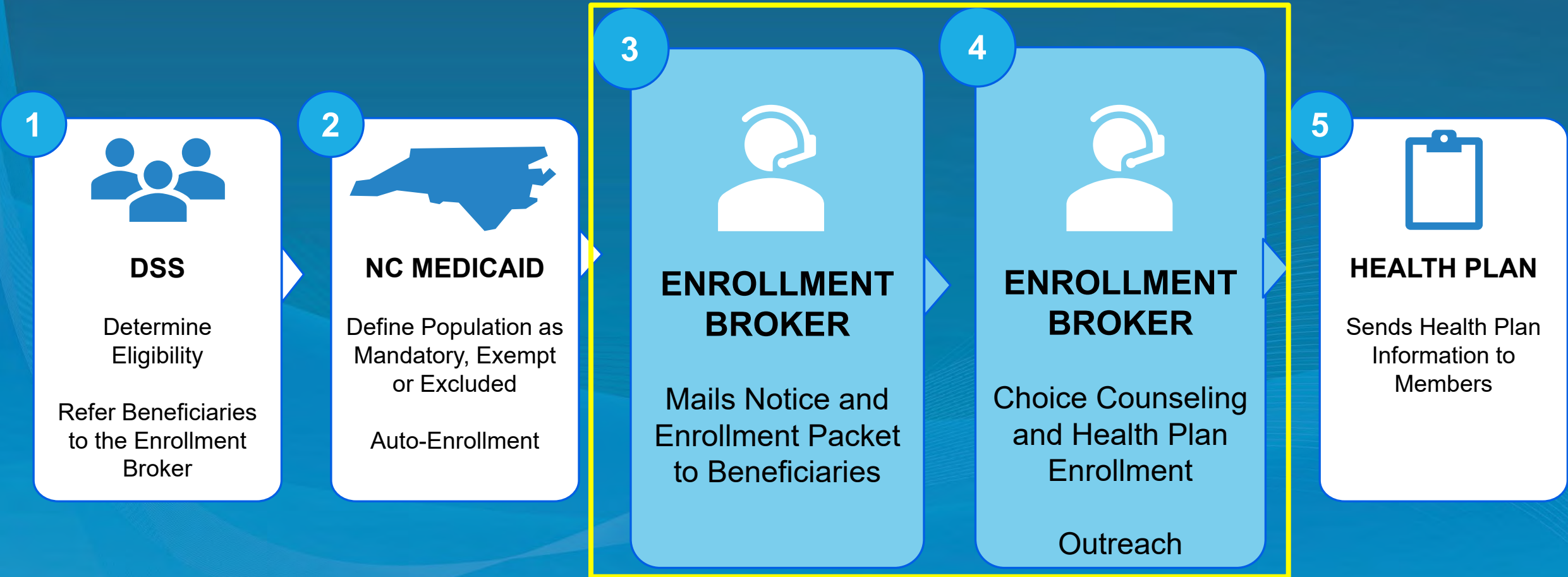


Partnering with DSS
and local organizations



Website and mobile app

Roles and Process



How to Support Members:

1. Direct them to ncmedicaidplans.gov to learn more.
2. Direct them to ncmedicaidplans.gov to chat with an Enrollment Specialist.
3. Direct them to download and use the NC Medicaid Managed Care mobile app.
4. Tell them to call 1-833-870-5500 (TTY: 711 or RelayNC.com) to speak with an Enrollment Specialist. The call is toll free.

SUPPORT TOOLS



Enrollment
Services
Website



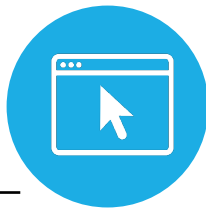
Mobile App



Enrollment
Specialist



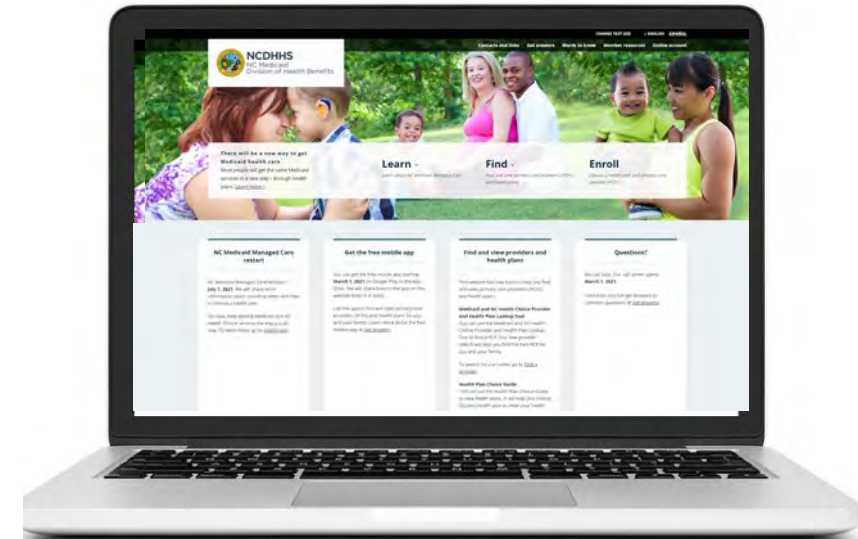
Web Chat



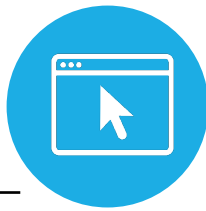
Website: ncmedicaidplans.gov

The NC Medicaid Managed Care website provides an integrated experience for members to manage their health plan choice needs. This is a great resource to direct members for questions about the health plans. The website includes the following tools and information:

- Questions and answers
- Health Care Option Guide
- Medicaid and NC Health Choice Provider and Health Plan Lookup Tool
- Meetings and Events



Enrollment Specialists are available via a chat tool to answer questions.



Medicaid and NC Health Choice Provider and Health Plan Lookup Tool

A comprehensive search capability supports members who wish to maintain their existing provider relationships by streamlining health plan selection.

Search by Health Plan for a Provider

Enter your search below. You must select a Health Plan, location and one more search field.

Health Plan*

(Choose one)

☒ PCP Only ?

Specialty

(Choose one)

Search by Location*

☒ City

Enter a city

☐ ZIP Code

☐ County

Provider Gender

☐ Male

☐ Female

Gender of Patients Accepted

☐ Male

☐ Female

Age of Patients Accepted

☐ 0-20

☐ 21 and Over

☐ Both

☐ Wheelchair Accessible ?

☐ Accepting New Patients

☐ Accepting Siblings

NPI/Atypical #

Language ?

(Choose one)

Search

Enter your search above. Please enter a Health Plan and a location.

Your enrollment choices

[Start over](#)

Member

KAI BAIT

Health plan


Choose a health plan

[Select](#)

Primary care provider (PCP)

Choose a PCP

[Select](#)

 NC DEPARTMENT OF
HEALTH AND
HUMAN SERVICES
Division of Health Equity

Health Plan Lookup Tool

- Members can select up to three health plans to view side-by-side.
- Members can view:
 - Copays
 - Services covered
 - Website
 - Phone number



The screenshot displays a web application titled "Choose a health plan". At the top, there is a navigation bar with a "Back" button, the title "Choose a health plan", and links for "View letters" and "Log out".

The main content area shows "6 health plans available to you" with a "Compare plans" button. Below this, a list of six health plans is presented, each with a "Choose this plan" button:

- AmeriHealth Caritas
- EBCI Tribal Option
- HealthyBlue
- NC Medicaid Direct
- UnitedHealthcare Community Plan
- WellCare

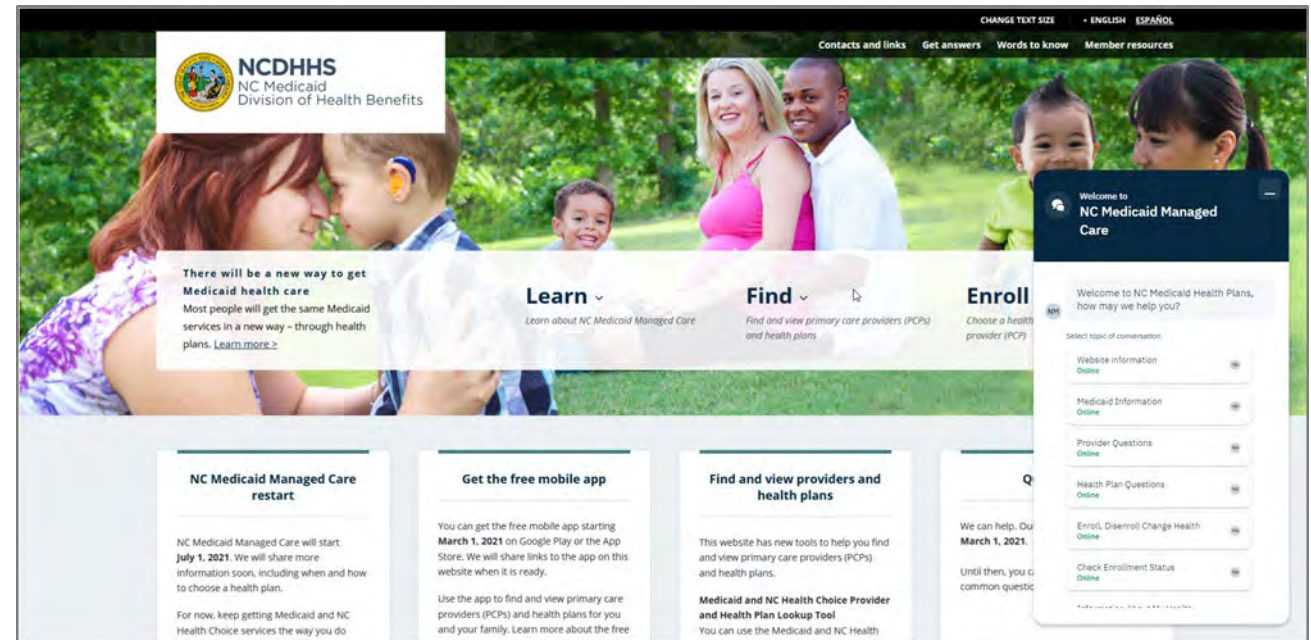
On the right side, there is a section titled "Your enrollment choices" with a "Start over" link. This section includes three items:

- Member:** KAI BAIT
- Health plan:** Choose a health plan (with a "Select" link)
- Primary care provider (PCP):** Choose a PCP (with a "Select" link)



Web Chat

- Web chat service is available via a secure web portal.
- Web chat adds an online alternative for real-time assistance for users.
- Members can begin a web chat conversation from any page on the website via the “Chat with Us!” button.
- Web chat is also compatible with iOS and Android operating systems for mobile users.
- Enrollment Specialists will provide chat assistance, answer questions, and direct members to appropriate pages on the website to learn more.



NC Medicaid Managed Care Mobile App

Multilingual

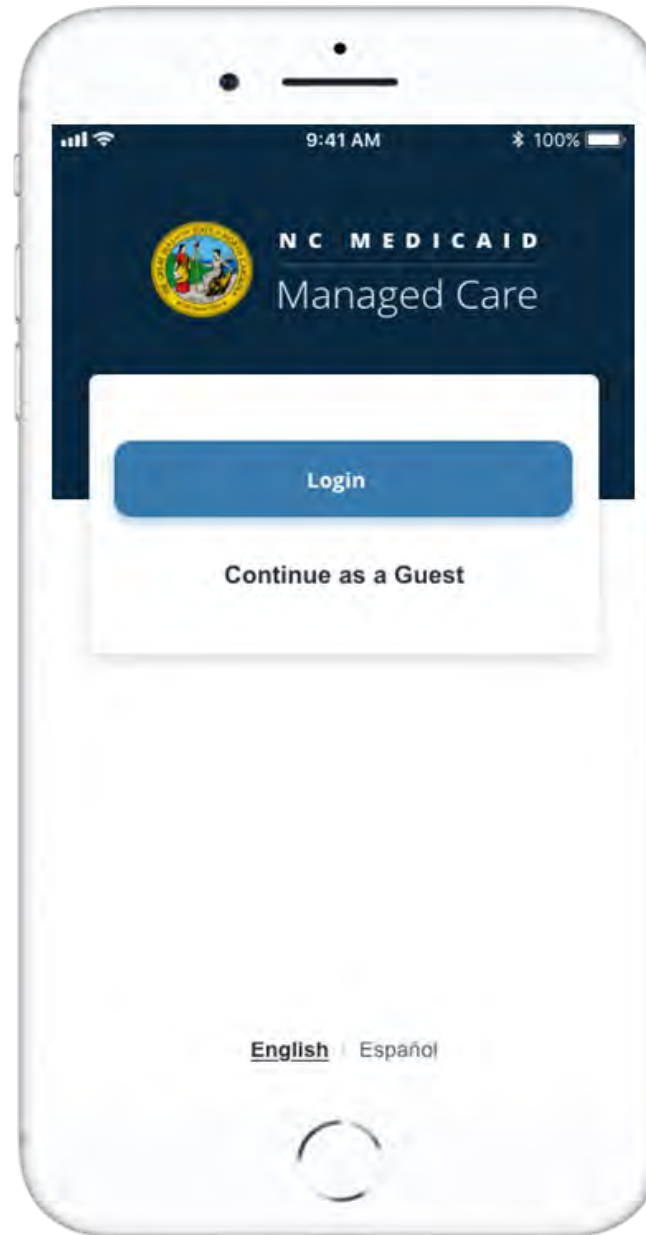
In English or Spanish, members can authenticate and change their Medicaid health plan.

Real-time Data

The data-drive mobile app presents information and options specifically matched to each member's Medicaid case. This allows individuals to change to a health plan that is right for them.

Health Plan Option Guide

Members can use the Health Care Option Guide to view health plans to enable informed decisions. They can view health plan benefits and services in addition to contact information.



Public Access

Logged-in users can review and edit their profile information, helping to maintain accurate and up-to-date information.

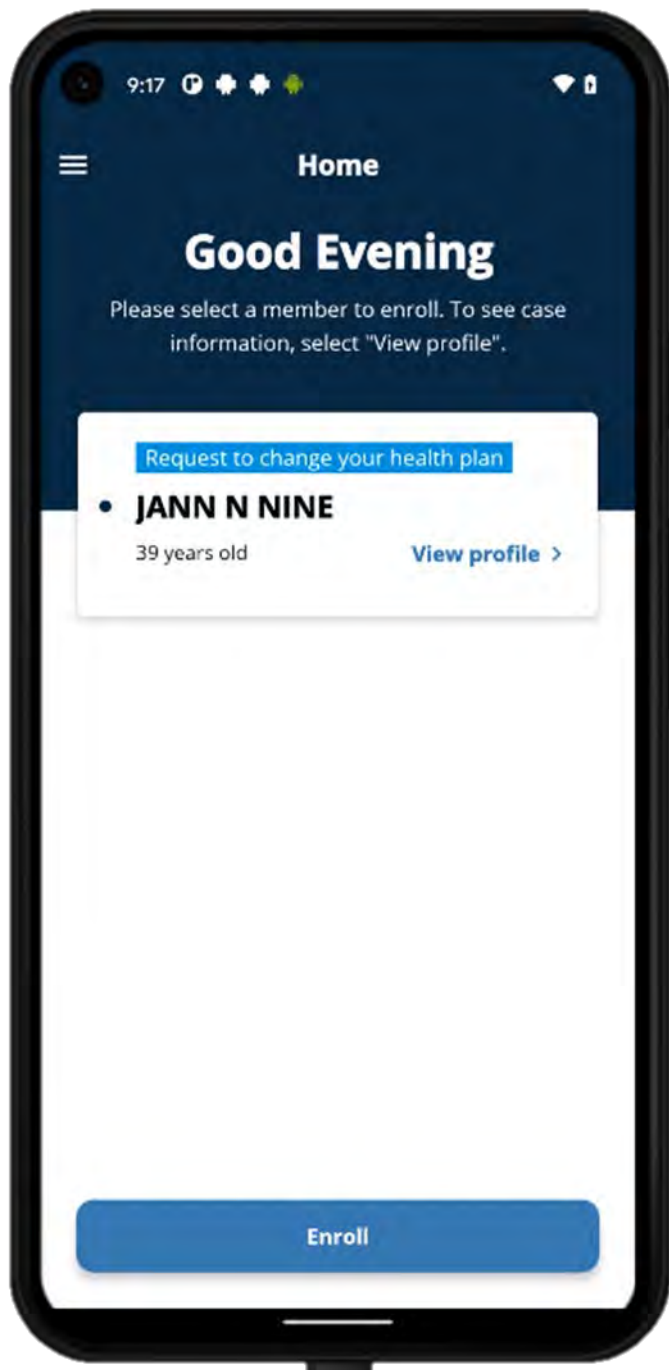
FAQs/Help

Members can access built-in help features, frequently asked questions, and tutorial screens for ease of use. For additional assistance, contact information is provided for the call center, including easy to tap buttons to call instantly.

Provider Search

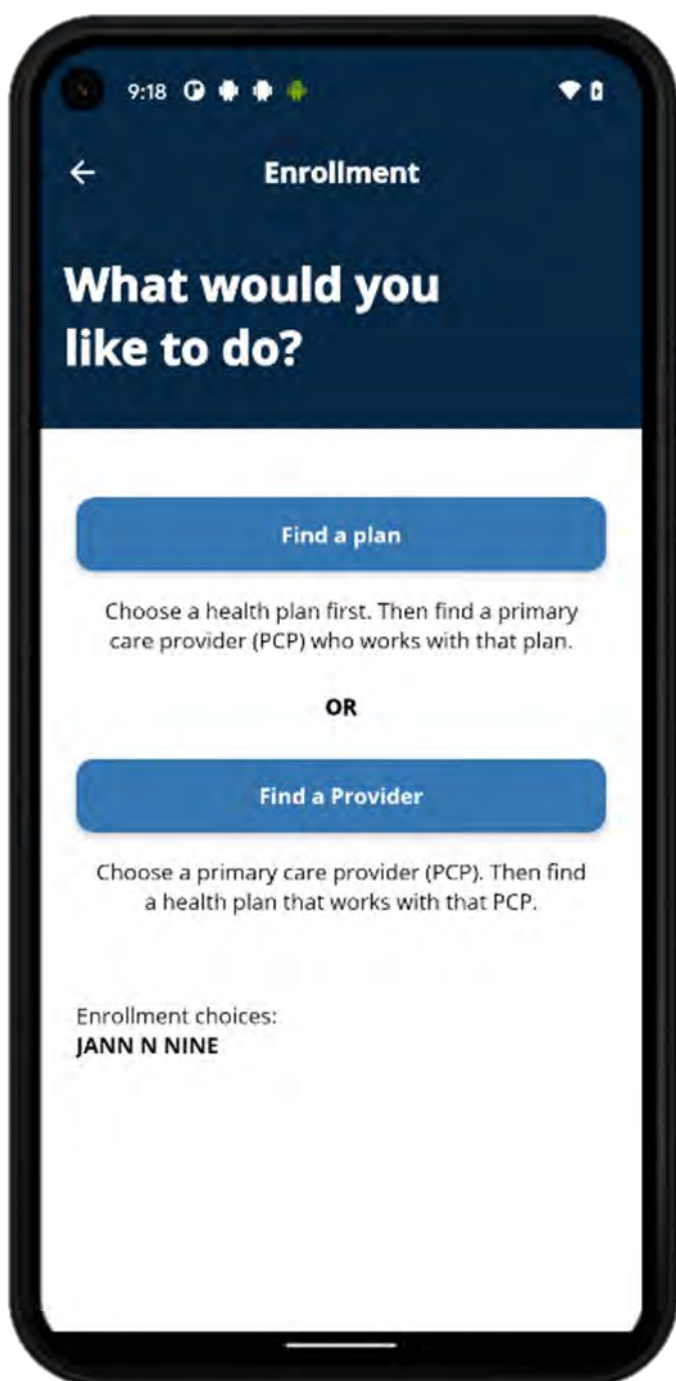
Members can easily search providers by name, city, county, zip code, provider languages, provider gender, clinic name, specialty, or affiliate hospitals. Provider listings also include the health plans they are contracted with.





App Features

- The mobile app allows for seamless connection and interaction with members.
- Within the app, the Head of Household can:
 - View all case contact information
 - Edit some case contact information
 - View all member enrollment information
 - Edit all member enrollment information



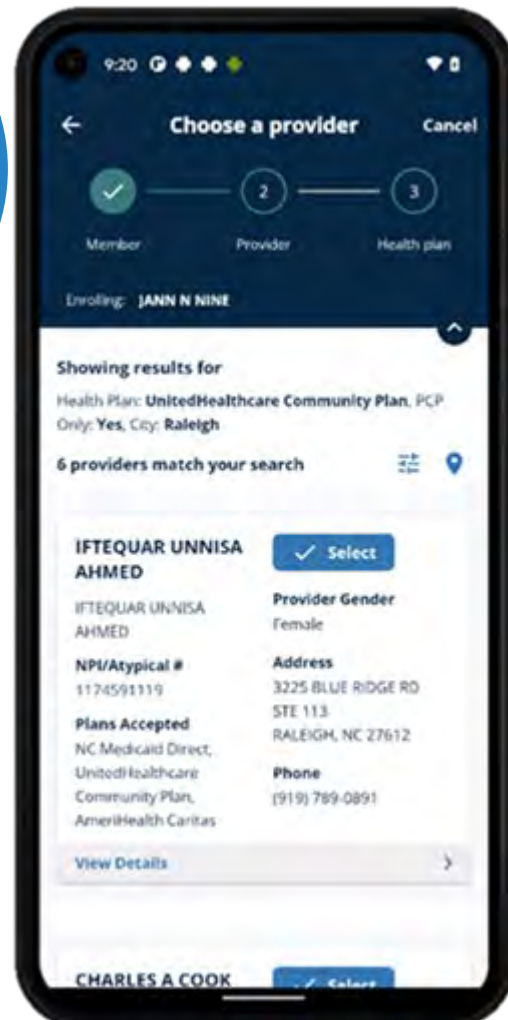
Find a Health Plan

- All health plans available in a member's county will display, as well as the total number of health plans available.
- Users can open the link to the Health Care Option Guide to view information about the health plans.
- Members can change a health plan.

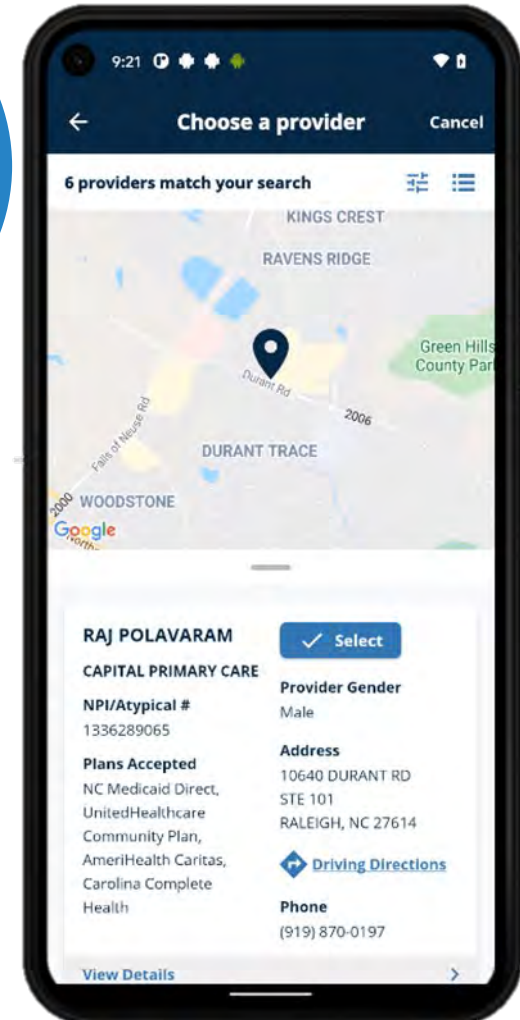


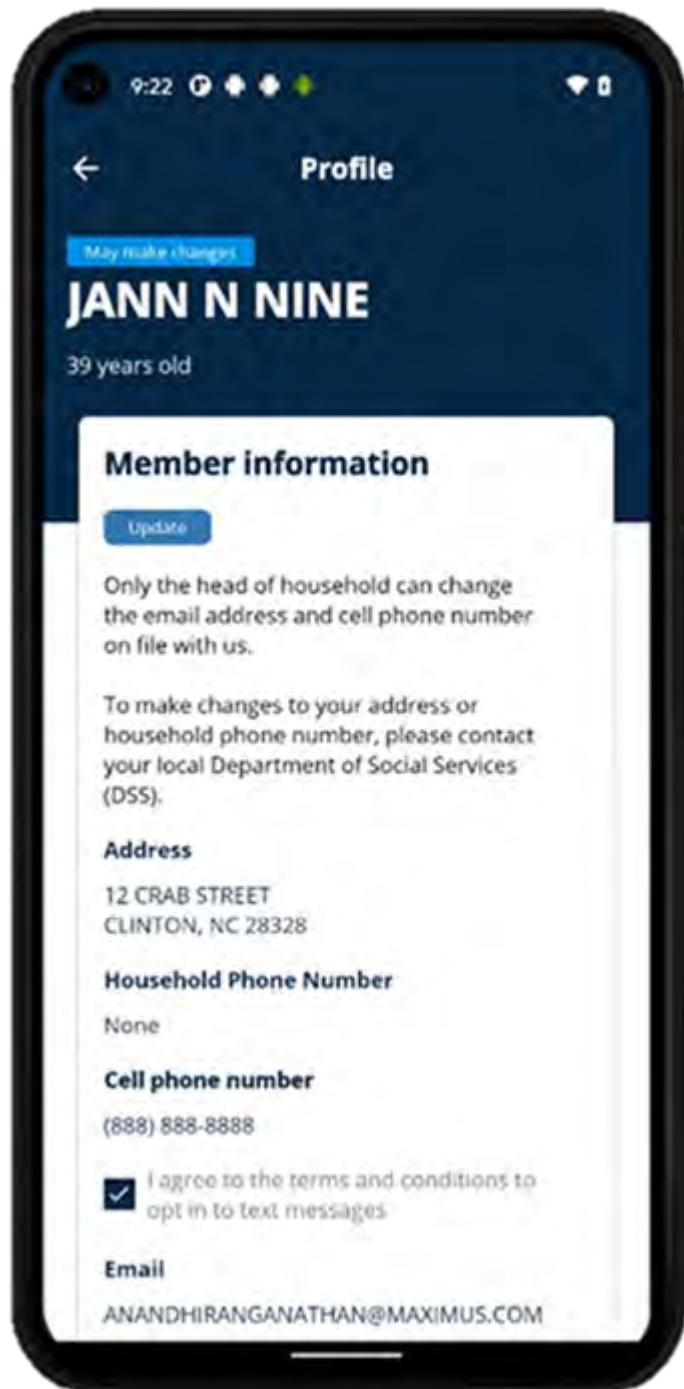
Provider Search Results

List View



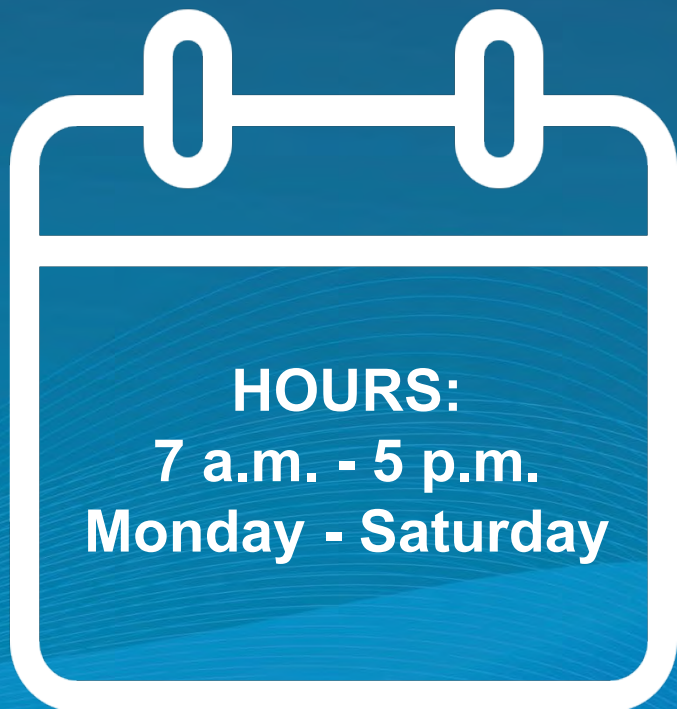
Map View





Enrollment

- Users can only make enrollment changes to one member at a time.
- Users can use the app to:
 - Change health plans
 - Search for a PCP in guest mode
 - Request for disenrollment
 - Search for a PCP



1-833-870-5500

TTY: 711 or RelayNC.com

The call is toll free

Enrollment Call Center



Enrollment Specialists are available at the Call Center for support. The call is toll free.

We are available to:

- Provide choice counseling
- Support search for preferred PCP
- Discuss health plan services
- Help new members change health plan
- Assist with some demographic changes
- Disenroll members as needed
- Process Enrollment Broker complaints and grievances
- Facilitate appeals process
- Provide support for the website and mobile app
- Aid with deaf and non-English speaking members

Partner Engagement & Community Outreach

Partner Engagement Events



Types of Events:

Community education:

- Virtual Presentation
- Virtual Meet and Greet

Community events:

- Virtual Informational meeting



Types of Materials:

Marketing materials:

- Flyers, posters, etc.

Community Outreach Events



Types of Events:

Community education:

- Virtual Presentation

Community events:

- Virtual Informational meeting




Types of Materials:

Marketing materials:

- Flyers, posters, etc.

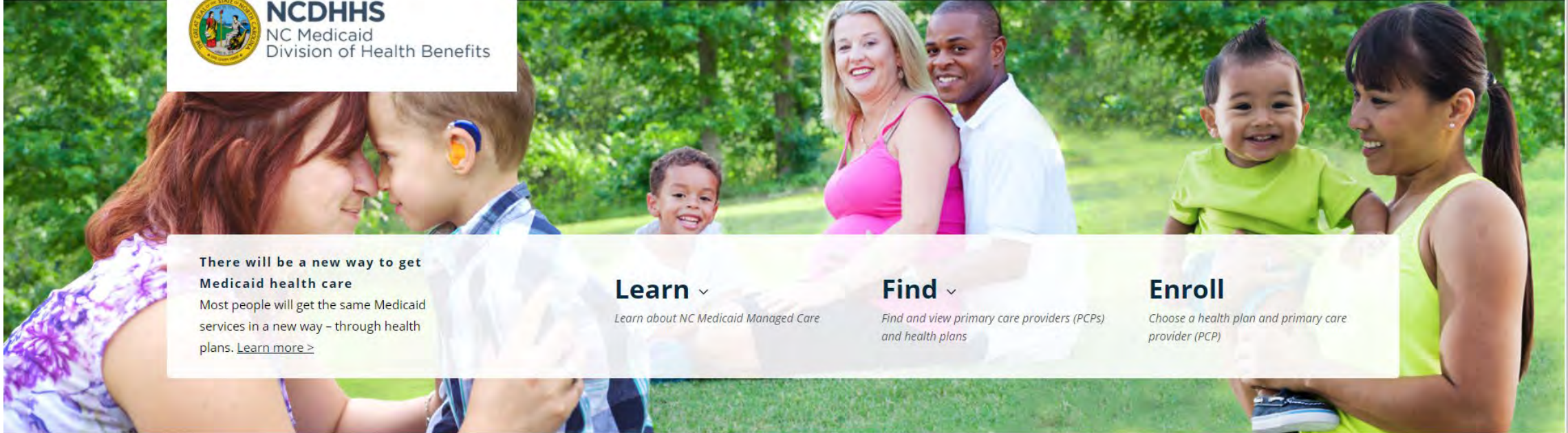
Outreach Events: Home Page



NCDHHS
NC Medicaid
Division of Health Benefits

CHANGE TEXT SIZE | [ENGLISH](#) [ESPAÑOL](#)

Contacts and links | Get answers | Words to know | Member resources | Documents and forms | Online account



There will be a new way to get Medicaid health care
Most people will get the same Medicaid services in a new way – through health plans. [Learn more >](#)

Learn ▾
Learn about NC Medicaid Managed Care

Find ▾
Find and view primary care providers (PCPs) and health plans

Enroll
Choose a health plan and primary care provider (PCP)


Meetings and events


Learn more about NC Medicaid Managed Care. Join us at a community meeting or event.

Find meetings and events near you >

Get the free mobile app

To get the app, search for **NC Medicaid Managed Care** on [Google Play](#) or the [App Store](#).

 GET IT ON Google Play

 Download on the App Store

Use the app to find and view primary care providers (PCPs) and health plans for you and your family. Learn more about the app.

Find and view providers and health plans


This website has new tools to help you find and view primary care providers (PCPs) and health plans.

Medicaid and NC Health Choice Provider and Health Plan Lookup Tool
You can use the Medicaid and NC Health Choice Provider and Health Plan Lookup

Questions?

We can help. Call us to get answers to your questions about NC Medicaid Managed Care. The call is toll free.

Phone: **1-833-870-5500** (TTY: 1-833-870-5588)
Hours of operation: 7 a.m. to 7 p.m., Monday through Friday

Or use the chat tool  We are closed right now. You can ...

Outreach Events: Meetings – Select County



NCDHHS
NC Medicaid
Division of Health Benefits

Learn ▾

Learn about NC Medicaid Managed Care

Find ▾

Find and view primary care providers (PCPs) and health plans

Enroll

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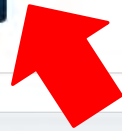
Meetings and events

Join us at a community meeting. Find meetings and events near you.

Choose your county:

County ▾

Go



[Contact us](#) | [Non-discrimination](#) | [Site map](#) | [Privacy policy](#) | [About the data](#)

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Key Takeaways



How Members Can Get Support

There are several ways that members can get information or support. Online and mobile app are recommended.



ONLINE

Learn about the health plans by going to ncmedicaidplans.gov, where they can also chat with an Enrollment Specialist



MOBILE APP

Available on Android or iPhone

To get the free app, members should search for NC Medicaid Managed Care in Google Play or the App Store



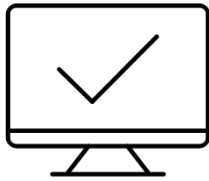
CALL

Learn about the health plans by speaking with an Enrollment Specialist via phone at
1-833-870-5500
TTY: 711 or RelayNC.com

The call is toll free.

Answering Member Questions...

Who To Contact



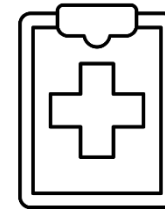
ABOUT ELIGIBILITY

Contact their local DSS
Find contact information
at ncdhhs.gov/localdss



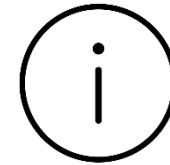
ABOUT NC MEDICAID DIRECT BENEFITS AND CLAIMS

Call the NC Medicaid
Contact Center:
1-888-245-0179



ABOUT CHOOSING OR CHANGING A HEALTH PLAN







Go to
ncmedicaidplans.gov
Use the NC Medicaid
Managed Care mobile app
Call 1-833-870-5500 (TTY:
711 or RelayNC.com)
The call is toll free.



ABOUT HEALTH PLAN BENEFITS, REPLACEMENT CARDS, OR CHANGE IN PCP

Call their health plan
*EBCI Tribal Option
members will contact
DSS for replacement
cards and change in
PCP

Health Plan Contact Information

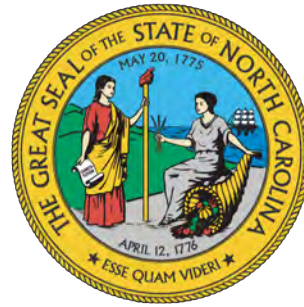
Health Plan	Website	Phone
*  EBCI TRIBAL OPTION	<u>www.EBCITribalOption.com</u>	1-800-260-9992 (TTY: 711)
 WellCare Beyond Healthcare. A Better You.	<u>www.wellCare.com/nc</u>	1-866-799-5318 (TTY: 711)
 UnitedHealthcare Community Plan	<u>www.UHCCommunityPlan.com/NC</u>	1-800-349-1855 (TTY: 711)
 HealthyBlue	<u>www.HealthyBlueNC.com</u>	1-844-594-5070 (TTY: 711)
 AmeriHealth Caritas North Carolina	<u>www.AmeriHealthCaritasNC.com</u>	1-855-375-8811 (TTY: 1-866-209-6421)
*  carolina complete health	<u>www.CarolinaCompleteHealth.com</u>	1-833-552-3876 (TTY: 711 or 1-833-552-2962)

*EBCI Tribal Option and Carolina Complete Health are not offered in all counties.

Questions?



Thank you!



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